

Full time House Manager

Hours: 37.5 per week 0900 – 1730 (some flexibility with start and finish times)

Location: Stevenson House, Whitechapel

Closing date: Sunday 10 March

Looking for a new challenge?

Want to help families at a difficult time?

Have you got strong transferable skills?

The Sick Children's Trust runs free 'Home from Home' accommodation supporting families with seriously ill children in hospital. We are looking for a House Manager who is hardworking and has excellent people skills to manage Stevenson House supporting families with children undergoing treatment at The Royal London Children's Hospital.

What is the role of a House Manager?

Our House Managers will tell you they love their jobs and are proud to work for The Sick Children's Trust, supporting families during the most difficult times of their lives.

The House Manager is responsible for providing a safe, clean and comfortable 'Home from Home' to families with seriously ill children in hospital. This vital support gives families one less thing to worry about as it allows them to be just minutes from their child and alleviates financial pressures.

The role involves managing the house and working closely with the hospital to admit families, and is extremely varied and rewarding. While no two days are the same, most days will involve managing and working in a small team to:

- Ensure rooms are cleaned and prepared for incoming families
- Liaise with hospital staff about families who need to be allocated a room
- Meet new families, show them around the house and register them
- Ensure families understand house rules, many of which relate to Health and Safety
- Review the situation of families staying at the house to assess duration of stay, being sensitive to the needs of the family throughout
- Liaise with families when vacating a room.
- Carry out checks to ensure Health and Safety compliance
- Ensure administration tasks are completed on time
- Raise awareness of the work of The Sick Children's Trust through public relations and fundraising activities

Behind the scenes, the House Manager ensures effective team work so that the needs of resident families are met. Maintaining our 'Homes from Home' is an ongoing task which the House manager is responsible for, from changing light bulbs to working on bigger projects such as bathroom refurbishments. The House Manager also plays a key role in setting and monitoring budgets.

About you

Your experience to date could come from a variety of sectors and roles such as, office administration, facility management, housekeeping, health and care sectors to name a few. What we are looking for are candidates who can:

- Take the responsibility for running a house and the service it provides
- Manage a small team
- Carry out checks to ensure compliance to rules and regulations
- Has good IT skills
- Work with budgets and figures (training and support given)
- Empathise with families during difficult times
- Demonstrate strong personal skills to work with colleagues and hospital staff professionally

To apply, please send your CV and a covering letter setting out why you are suitable for the role to Carole Buckton, Human Resources Manager. Email: carole@sickchildrenstrust.org

Early application is encouraged as we will review applications during the advertising period and we reserve the right to close the advert early. Only shortlisted candidates will be contacted.